

Please adopt VRS reimbursement rates that will cover costs for the recruitment and training of qualified interpreters for the VRS environment. Rates should also be adequate to cover further research and development efforts to improve the quality and access of VRS including on how to make VRS satisfy the need of sign language users while making emergency calls. VRS is wonderful to use. I want to see it become an important real-time communication service. The VRS is for me closer to functional equivalency than other telecommunications services. Please adopt the appropriate rate and regulatory requirements to ensure the continued development of technology and multi-vendoring of VRS. I have seen a decrease in VRS quality and availability. I need VRS to be able to have full telecommunication access at home and at work. Please adopt the appropriate rate and regulatory requirements to ensure full access and quality services to VRS. Please do whatever is necessary in order to allow me to access qualified VRS interpreting personnel, thus ensuring language translation accuracy and ability to capture in appropriate visual format the vocal/speech nuances of the hearing party. It is important to have seamless, barrier-free communications with minimal or no lag time, and easy navigation of interactive voice menu systems without need for multiple callbacks. Please adopt the appropriate rate and regulatory requirements to ensure full access and quality services to VRS. Research is very important, because sometimes we see choppy video while we use VRS. If we can get clear, smooth transmission, this would save us a lot of time because this would reduce unnecessary repetition and misunderstanding. Thanks.